

RULE 12. COMPLAINTS

(Revised January 2017)

- R12.1 Any competitor or official may lodge a complaint with regards to any competitor or any aspect of the organisation or course planning thought to have materially contravened the Rules or other instructions issued by the Organiser.
- R12.2 A complaint shall be made to the Organiser either orally or by way of the IOA Complaint Form. The Complainant shall be informed about the decision immediately
- R12.3 The Organiser is the adjudicator of a complaint. The Organiser may need to consult other members of the organising team as to the circumstances of the complaint before reaching a decision.
- R12.4 No fee shall be charged for making a complaint.
- R12.5 The Organiser may set a time limit for making complaints.
- R12.6 If the Organiser agrees with the complaint, they shall take the appropriate remedial action. If they do not agree the complainant may make a protest.

See appendix for a copy of the [Complaint form](#).